

ADVERTISEMENT FOR REQUEST FOR PROPOSAL
COBB COUNTY PURCHASING DEPARTMENT

BID OPENING DATE: FEBRAURY 26, 2009

Cobb County will receive Sealed Bids before 12:00 NOON, February 26, 2009 in the Cobb County Purchasing Department, 1772 County Services Parkway, Marietta, GA 30008 for:

**SEALED BID # 09 – 5388
EMERGENCY TELEPHONE NOTIFICATION SYSTEM AND SERVICE FOR
COBB COUNTY, GEORGIA
COBB COUNTY 911 COMMUNICATIONS DEPARTMENT**

**PRE-PROPOSAL MEETING: FEBRUARY 11, 2009 @ 1:30 P.M. EST
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GEORGIA 30008**

No bids will be accepted after the 12:00 noon deadline.

Proposals are opened at 2:00 p.m. at Cobb County Purchasing Department, 1772 County Services Parkway, 2nd Floor, Bid/Meeting Room, Marietta, GA 30008. Proposals received after the date and time indicated will not be considered.

Performance Bond and Labor and Material Payment Bond, or other security instruments as allowed by law each in the amount equal to 100% of the contract sum will be required of the successful bidder. Bonds must be written by a surety company licensed to do business in the State of Georgia, have a "Best's" rating of "A" or better, appear on the current U.S. Treasury Department list of sureties that are acceptable on bonds for the federal government (circular 570), and have recommended bonds limits equal to or in excess of those required for this project; otherwise acceptable to the owner.

No proposal may be withdrawn for a period of one hundred eighty (180) days after date of bid opening, unless otherwise specified in the bid documents. Cobb County will consider the competency and responsibility of bidders in making the award. Cobb County reserves the right to reject any and all proposals, to waive informalities and technicalities, to reject portions of the proposals, and to award contracts in a manner consistent with the County and the laws governing the State of Georgia.

This solicitation and any addenda are available for download in PDF format on the Cobb County purchasing website. www.purchasing.cobbcountyga.gov

To request a copy of the proposal documents, **FAX** the following information to the Purchasing Department @ 770-528-1154 or **e-mail** requests to purchasing@cobbcounty.org:

Company name, contact name, company address, phone number and fax number.

Please reference the proposal number and the title of the proposal in the request

Requested proposals will be mailed and cannot be faxed.

Advertise: JANUARY 30, 2009
FEBRUARY 6, 13, 20, 2009



SUBMIT BID/PROPOSAL TO:
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GA 30008-4012
BID/PROPOSAL INVITATION

BID/PROJECT NUMBER: 09-5388

REQUEST FOR PROPOSAL
EMERGENCY TELEPHONE NOTIFICATION SYSTEM AND SERVICES FOR COBB COUNTY GEORGIA
COBB COUNTY 911 COMMUNICATIONS DEPARTMENT

DELIVERY DEADLINE: NOVEMBER 26, 2009 BEFORE 12:00 (NOON) EST
(NO BIDS/PROPOSALS WILL BE ACCEPTED AFTER THIS DEADLINE).

OPENING DATE: NOVEMBER 26, 2009 @ 2:00 P.M. IN THE PURCHASING DEPARTMENT BID ROOM.

BUSINESS NAME AND ADDRESS INFORMATION:

CONTACT NAME: _____

COMPANY NAME: _____

COMPANY ADDRESS: _____

E-MAIL ADDRESS: _____

PHONE NUMBER: _____

FAX NUMBER: _____

NAME AND OFFICIAL TITLE OF OFFICER GUARANTEEING THIS QUOTATION:

(PLEASE PRINT/TYPE) NAME _____ TITLE _____

SIGNATURE OF OFFICER ABOVE: _____
(SIGNATURE)

TELEPHONE: _____ FAX: _____

BIDDER WILL INDICATE TIME PAYMENT DISCOUNT: _____

BIDDER SHALL INDICATE MAXIMUM DELIVERY DATE: _____

BIDS RECEIVED AFTER THE DATE AND TIME INDICATED WILL NOT BE CONSIDERED. COBB COUNTY RESERVES THE RIGHT TO REJECT ANY AND ALL BIDS, TO WAIVE INFORMALITIES, TO REJECT PORTIONS OF THE BID, TO WAIVE TECHNICALITIES AND TO AWARD CONTRACTS IN A MANNER CONSISTENT WITH THE COUNTY AND THE LAWS GOVERNING THE STATE OF GEORGIA.

THE ENCLOSED (OR ATTACHED) BID IS IN RESPONSE TO INVITATION NUMBER **09-5388**; IS A FIRM OFFER, **AS DEFINED BY SECTION O.C.G.A. (S) 11-2-205 OF THE CODE OF GEORGIA (GEORGIA LAWS 1962 PAGES 156-178)**, BY THE UNDERSIGNED BIDDER. THIS OFFER SHALL REMAIN OPEN FOR ACCEPTANCE FOR A PERIOD OF 180 CALENDAR DAYS FROM THE BID OPENING DATE, AS SET FORTH IN THIS INVITATION TO BID UNLESS OTHERWISE SPECIFIED IN THE BID DOCUMENTS.

NOTICE TO BIDDERS - - BID QUOTES MUST INCLUDE INSIDE DELIVERY CHARGES

ADVERTISE DATES: JANUARY 30, 2009
FEBRUARY 6, 13, 20, 2009

BIDDING INSTRUCTIONS – TERMS AND CONDITIONS

1. PREPARATION OF BID:

- (A) Bidders are expected to examine the drawings, specifications, schedules, and all instructions. Failure to do so will be at the bidder's risk.
- (B) Each bidder shall furnish the information required by the bid form. The bidder shall sign and print or type his/her name where designated. The person signing the bid must initial erasures or other changes.
- (C) Unit price for each quotation shall be shown and such price shall include packing unless otherwise specified, along with a total and grand total where applicable. In case of discrepancy between a unit price and extended price, the unit price will be presumed correct.
- (D) Where not otherwise specified, bidders must definitely state DATE OF DELIVERY.

2. EXPLANATION TO BIDDERS:

Any explanation desired by a bidder regarding the meaning or interpretation of Invitation to Bids, Request for Proposals or Qualifications, drawings, specifications, etc., must be in writing. All questions must be received within seven (7) business days prior to the bid opening date for a response to be generated by the County to all bidders in the form of an addendum. If any statement in the bidding documents, specifications, etc., appears ambiguous to the bidder, the bidder is specifically instructed to make a written request to the Purchasing Department, unless otherwise outlined in the specifications. Any information given to a prospective bidder concerning an Invitation for Bid will be furnished to all prospective bidders, as an addendum to the invitation, if such information is necessary to bidders in submitting bids on the invitation or if the lack of such information would be prejudicial to uninformed bidders. Receipt of the addendum by a bidder must be acknowledged on the bid or by letter received before the date and time specified for the bid opening. **ORAL EXPLANATION OR INSTRUCTIONS GIVEN BEFORE THE AWARD OF THE CONTRACT WILL NOT BE BINDING.**

3. SUBMISSION OF BIDS: FACSIMILE BIDS WILL NOT BE CONSIDERED.

- (A) Any Bid Package and modifications thereof shall be enclosed in a sealed envelope, addressed to the office specified in the Invitation to Bid, with the name and address of the bidder, the date and hour of bid opening, and name of bid. A bid reply label will be included in most bid packages stating the above referenced information. Any bid package NOT having bid information on outside of package could be opened as regular mail, and bid could be disqualified.
- (B) Samples of items, when required, must be submitted within the time specified, unless otherwise specified by the County, and at no expense to the County.
- (C) An item offered must at least meet specifications called for and must be of quality which will adequately service the purpose and use for which it was intended.
- (D) Full identification of each item bid upon, including brand name, make, model, and catalog number, must be furnished according to the bid specifications if requested to identify exactly what the bidder is proposing. Supporting literature may be furnished to further substantiate the proposal.
- (E) The bidder represents that the article(s) to be furnished under this Invitation to Bid is (are) new and that the quality has not deteriorated so as to impair its usefulness.
- (F) Bids cannot be withdrawn or corrected after the bid opening (except reductions or changes by the successful bidder which would be beneficial or advantageous to the County). The County as deemed necessary may reject changes.
- (G) Cobb County is exempt from Federal Excise Tax and Georgia Sales Tax.
- (H) Cobb County does not accept conditional bids.

4. DEFAULT:

The Award as a result of bids received under this invitation may be in part based on the delivery factor. Accordingly, should delivery fail to be performed within the time specified by the bidder, the bid may then be declared in default of the contract. In such event, the County may then proceed to purchase in the open market the items from another source.

5. F.O.B. POINT:

Unless otherwise stated in the Invitation to Bid and any resulting contract, all articles will be F.O.B. Destination. This means delivered, unloaded, and placed in the designated place.

6. AWARD OF CONTRACT:

The Contract will be awarded to the responsible bidder whose bid will be the most advantageous to the County, price, and other factors considered. The County will make the determination. The County reserves the right at any time to reject any and all bids, to waive informalities and technicalities, to award portions of the bid, and to award contracts consistent with the County and the laws governing the State of Georgia. Normal payment terms are net thirty (30) days after receipt of invoice by the Finance Department.



COBB COUNTY
PURCHASING DEPARTMENT
1772 County Services Parkway
Marietta, Georgia 30008-4012
(770) 528-8400/FAX (770) 528-1154
www.cobbcounty.org

IMPORTANT NOTICE – PLEASE READ CAREFULLY!!

All vendors are required to submit the ORIGINAL AND AT LEAST one (1) duplicated copy of any bid submitted to Cobb County. Please refer to your bid specifications to determine if more than one (1) copy is required. Non-submission of a duplicate copy may disqualify your bid/proposal.

A “**SEALED BID LABEL**” has been enclosed to affix to your bid. This label **MUST** be affixed to the outside of the envelope or package, **even if it is a “NO BID” response**. Failure to attach the label may result in your bid being opened in error or not being routed to the proper location for consideration. No bid will be accepted after the date and time specified. **IT IS THE VENDOR’S RESPONSIBILITY TO ENSURE THAT EACH BID HAS BEEN RECEIVED IN A TIMELY MANNER.**

BIDS MUST BE RECEIVED BEFORE 12:00 (NOON) ON BID OPENING DAY

Bids must be received at the Cobb County Purchasing Department. **Any bids received later than 12:00 (noon) will not be accepted.** The County accepts no responsibility for delays in the mail. Bids are to be mailed or hand delivered to:

**COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GA 30008-4012**

Bids will be opened at 2:00 P.M. in the Cobb County Purchasing Department, 1772 County Services Parkway, 2nd Floor, Conference/Bid Room, Marietta, GA 30008.

Thank you in advance for your cooperation.

SEALED BID LABEL

SEALED BID ENCLOSED

DELIVER TO:
COBB COUNTY PURCHASING
1772 County Services Parkway
Marietta, GA 30008-4012

SEALED BID # 09-5388 DATE: February 22, 2009

BIDS MUST BE RECEIVED BEFORE 12:00 NOON

**DESCRIPTION: Request for Proposal
Emergency Telephone Notification System and Service for
Cobb County, Georgia**

PLEASE ATTACH LABEL TO OUTSIDE OF BID PACKAGE



COBB COUNTY
PURCHASING DEPARTMENT
1772 County Services Parkway
Marietta, Georgia 30008-4012
(770) 528-8400/FAX (770) 528-8428
www.cobbcounty.org

Rick Brun
Purchasing Director

Dear Vendor

Vendors wishing to do business with Cobb County Government need to activate and update their accounts in the new County financial and purchasing system.

Periodically the Vendor Account Listing within this Cobb County system is purged. **Vendors not activated in the Vendor Self Service System (VSS) may be deleted from the listing of those vendors eligible to do business with Cobb County.**

Activating vendor accounts and updating the commodities your company can provide will enable the Purchasing Department to more accurately solicit quotations from your company.

Cobb County Government would like to identify individuals/businesses certified and/or meeting the definition of a Disadvantaged Business Enterprise (DBE) who are providing products and/or services to Cobb County. Please specify when you activate or update your accounts if your company is a Disadvantaged Business Enterprise (DBE) participant (Female, Black American, Hispanic American and any other minority owned business).

Vendors should go on line at www.cobbpurchasing.org to activate and update accounts by creating their own user name and password.

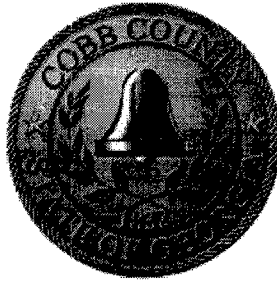
Vendors must submit a new W-9 form to Cobb County Finance Department, 100 Cherokee Street, Suite 400, Marietta, GA 30090-7000, if the following updates/changes are made to your vendor account:

- ❖ **Vendor Name Change**
- ❖ **Vendor TIN Change**
- ❖ **Vendor Address Change**

Vendors who do not have computer access may active their accounts in the Cobb County Purchasing Department located at 1772 County Services Parkway, Marietta, GA 30008. For assistance please call the Purchasing Department at 770-528-8400.

Thank you for your interest in doing business with Cobb County.

Mark Kohntopp
Purchasing Division Manager



Cobb County...Expect the Best!

REQUEST FOR PROPOSAL

**SEALED BID # 09 – 5388
EMERGENCY TELEPHONE NOTIFICATION SYSTEM AND SERVICE FOR
COBB COUNTY, GEORGIA
COBB COUNTY 911 COMMUNICATIONS DEPARTMENT
BID OPENING DATE: FEBRUARY 26, 2009**

**PRE-PROPOSAL CONFERENCE: FEBRUARY 11, 2009 @ 1:30 P.M. (E.S.T.)
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GEORGIA 30008**

**BIDS ARE RECEIVED IN THE
COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GEORGIA 30008
BEFORE 12:00 (NOON) BY THE BID OPENING DATE**

**BIDS WILL BE OPENED IN THE COBB COUNTY PURCHASING DEPARTMENT
BID/MEETING ROOM AT 2:00 P.M.**

**VENDORS ARE REQUIRED TO SUBMIT THE ORIGINAL AND 7 COPIES OF BID
(UNLESS OTHERWISE SPECIFIED IN BID SPECIFICATIONS)**

N.I.G.P. COMMODITY CODE: 72518

NAME: _____

ADDRESS: _____

REPRESENTATIVE: _____

PHONE: _____ FAX: _____

E-MAIL: _____

NOTE: The Cobb County Purchasing Department will not be responsible for the accuracy or completeness of the content of any Cobb County Invitation to Bid or Request for Proposal or subsequent addenda thereto received from a source other than the Cobb County Purchasing Department.



Cobb County...Expect the Best!

"STATEMENT OF NO BID"

COBB COUNTY PURCHASING DEPARTMENT
1772 COUNTY SERVICES PARKWAY
MARIETTA, GA 30008

TO ALL PROSPECTIVE BIDDERS:

Because of the many requests to be placed on our vendors' list, we are continuously updating the list. While we want to include all bona fide vendors, we do not want to mail bids to those vendors who may no longer be interested in participating in our bidding process.

If you do not choose to respond to the attached Invitation to Bid/Request for Proposal, please fill out the form below indicating whether or not you want to be retained on our current vendor list.

Vendors who do not respond in any way (by either submitting a bid or by returning this form) over a period of one year may be removed from the current vendor list.

Vendors who do not wish to bid often return the entire bid package, sometimes at considerable postage expense. Returning the entire bid package is not necessary. Simply return this form.

Thank you for your cooperation.
Cobb County Purchasing Department

"STATEMENT OF NO BID"
SEALED BID NUMBER 09-5388
REQUEST FOR PROPOSAL
EMERGENCY TELEPHONE NOTIFICATION SYSTEM AND SERVICE FOR
COBB COUNTY, GEORGIA

If you do not wish to respond to the attached Invitation to Bid/Request for Proposal, please complete this form and mail/fax to: **Cobb County Purchasing Department, Attention: Sealed Bid Department, 1772 County Services Parkway, Marietta, GA. Fax # 770-528-1154**

I do not wish to submit a bid/proposal on this solicitation.

I wish to be retained on the vendor list for this commodity or service: Yes _____ No _____

Please PRINT the following:

Company

Representative

You are invited to list reasons for your decision not to bid: _____

REQUEST FOR PROPOSAL

SEALED BID NUMBER: 09-5388



Cobb County...Expect the Best!

COBB COUNTY GOVERNMENT

*To Design, Implement and Provide Support
For an
Emergency Notification System and Service*

Cobb County Purchasing Department
1772 County Services Parkway
Marietta, GA 30008

770-528-8400
Richard Brun, Director

Cobb County 911 Communications
140 North Marietta Parkway
Marietta, GA 30060

770-590-5711
Tony Wheeler, Director

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1.00 Overview and General Instructions to Proposers

The purpose of this Request for Proposal (RFP) is to provide sufficient information to interested and competent organizations which will provide them the opportunity to respond by submitting proposals for an Emergency Telephone Notification System and Service for Cobb County, Georgia.

1.01 Pre-Proposal Conference

There will be a pre-proposal conference for all interested parties:

Date: Wednesday, February 11, 2009
Time: 1:30 PM
Location: Cobb County Purchasing Department
1772 County Services Parkway
Marietta, Georgia 30008-4012

Although attendance at this meeting is not mandatory, proposers are strongly urged to attend, as it is expected that many relevant questions will be asked and answered during this conference. Proposers may submit written inquiries or request clarifications verbally at the Pre-Proposal Conference.

1.02 Request for Additional Information

It is anticipated that most questions will be answered at the Pre-Proposal Conference. However, if there are additional questions or inquiries after the Pre-Proposal Conference, they shall be submitted and received in writing **before 5:00 pm, Tuesday, February 17, 2009 to:**

Cobb County Purchasing Department
Attn.: Rick Brun
1772 County Services Parkway
Marietta, Georgia 30008-4012

FAX: (770) 528-1154
E-mail: purchasing@cobbcounty.org

Proposers are expressly instructed that the above contact is the only authorized source of information. Unauthorized contact with any other personnel may result in immediate disqualification of the proposer. Any response to a properly submitted inquiry will in writing either via mail, e-mail, or facsimile to all potential proposers. Cobb County is not bound by any oral representations, clarification, or changes made to the written specification by County's employees unless such clarification or change is provided to the vendors in written addendum form from Cobb County.

1.03 Addenda to this RFP

Addenda will be mailed, e-mailed, or faxed to all that are known by the issuing office to have received a complete set of bidding documents. Copies of Addenda will be made available for inspection whenever bidding documents are on file for that purpose. No Addenda will be issued later than three days prior to the date for receipt of proposals except an Addendum withdrawing the request for proposals or one, which includes postponement of the date for receipt of proposals. Each proposer shall ascertain prior to submitting a proposal that the proposer has received all Addenda issued, and the proposer shall acknowledge the receipt in the proposal.

1.04 Proprietary Information

Any information contained in a proposal that is considered proprietary by the proposer shall be clearly marked as such. Information not marked as proprietary will be considered public information generally available. The entire document may not be designated as proprietary.

1.05 Costs of Proposal Preparation

All costs incurred in the preparation of a proposal including but not limited to labor, travel and incidental expenses are the complete responsibility of the proposer and are not recoverable from Cobb County.

1.06 Delivery of Proposals

Proposers are instructed to deliver one (1) original hardcopy, (1) CD and seven (7) duplicate copies of their response to this RFP **before 12:00PM (Noon), Thursday, February 26, 2009 to:**

Cobb County Purchasing Department
Attn.: Purchasing Director
1772 County Services Parkway
Marietta, Georgia 30008-4012

All responses shall be sealed and clearly marked "PROPOSAL – Cobb County Government Emergency Telephone Notification Software and Service". – **Sealed Bid No. 09-5388.**

No proposal will be accepted after the above date and time. The proposer shall assume full responsibility for timely delivery at the location designated for receipt of proposals.

1.07 Bonding

1.07.01 Performance/Payment Bond

Within ten (10) days after notice of an award, Proposers are required to have a valid Performance/Payment Bond in force covering the work to be performed up to the time of total acceptance by Cobb County. The bond shall be in the amount of one hundred (100) percent of the contract amount, guaranteeing to Cobb County the completion and performance of the work covered in such a contract, as well as full payment of all suppliers, agents, laborers or subcontractors employed in the performance of the project. Such bond will be in a form and with a surety acceptable to Cobb County and will provide for the protection of all persons supplying labor and materials used for the performance of the work. Purchase Order(s) will not be issued until an acceptable Performance/Payment Bond has been received. The proposer agrees to keep such bond or a replacement thereof, in force at all times during the course of the performance for this project, including any change orders. If this required performance bond cannot be secured by the vendor within ten (10) days after notice of award, contract terms will be rewritten in such a way as to guarantee the County protection from any loss that may occur from the non-performance of the vendor's product and service.

1.07.02 Qualification of Surety

A surety company of recognized and acceptable standing, authorized to do business in the State of Georgia and having a resident agent in Cobb County or adjacent area shall execute the Performance Bond. The Surety Company will hold a current certificate of authority as acceptable surety on Federal Bonds, in accordance with U.S. Department of Treasury Circular 570, Current Revision.

1.07.03 Contract Assignment

A successful proposer(s) may not assign any part of a resultant contractual agreement (except contract payments) without the prior written authorization of Cobb County.

1.08 Non Collusion Statement

By submission of a proposal, the vendor certifies, under penalty of perjury, that to the best of its knowledge and belief:

- The prices in the proposal have been arrived at independently without collusion, consultation, communications, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or with any competitor.
- Unless otherwise required by law, the prices, which have been quoted in the proposal, have not been knowingly disclosed by the vendor prior to opening, directly, or indirectly, to any other vendor or to any competitor.
- No attempt has been made, or will be made, by the vendor to induce any other person, partnership, or corporation to submit or not to submit a proposal for the purpose of restricting competition.

1.09 Conflict of Interest/Contingency Fees/Certification by Subcontractors

By submission of a proposal, the vendor certifies, under penalty of perjury, that to the best of its knowledge and belief:

- A. No circumstances exist which will cause a conflict of interest in performing the services required by this RFP
- B. That no employee of the County, nor any member thereof, nor any public agency or official affected by this RFP, has any pecuniary interest in the business of the Vendor or his subcontractor(s) has any interest that would conflict in any manner or degree with the performance related to this RFP

The vendor also warrants that he and his subcontractor(s) have not employed or retained any company or person other than a bona fide employee working solely for the vendor or subcontractor(s) to solicit or secure a contract agreement with Cobb County, as related to this RFP, and that he and his subcontractor(s) have not paid or agreed to pay person, company, corporation, individual, or firm other than a bona fide employee working solely for the vendor or his subcontractor(s) any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award of this agreement.

For any breach or violation of this provision, the County shall have the right to terminate any related contract or agreement without liability and at its discretion to deduct from the price, or otherwise recover, the full amount of such fee, commission, percentage, gift, payment or consideration.

The successful vendor shall require each of its subcontractor(s) to sign a statement certifying to and agreeing to comply with the terms of (A) and (B) above.

1.10 Indemnification/Hold Harmless Agreement

By submission of a proposal, the selected vendor agrees to indemnify Cobb County and, to the fullest extent permitted by law, protect, defend, indemnify and hold harmless Cobb County, its officers, officials, employees, and volunteers from and against all claims, actions, liabilities, losses, (including economic losses) or costs arising out of any actual or alleged (a) bodily injury, sickness, disease, or death; or injury to or destruction of tangible property including the loss of use resulting there from; or any other damage or loss arising out of or resulting claims resulting in whole or in part from any actual or alleged act or omission of the vendor, subcontractor, anyone directly or indirectly employed by any of them; or anyone for whose acts any of them may be liable in the performance of work; (b) violation of any law, statute, ordinance, governmental administrative order, rule, regulation, or infringement of patent rights or other intellectual property rights by the vendor in the performance of work; or (c) liens, claims or actions made by the vendor or other party performing the work, as approved by the County.

The indemnification obligations herein shall not be limited by any limitation on the amount, type of damages, compensation, or benefits payable by or for the vendor or his subcontractor(s), as approved by the County, under worker's compensation acts, disability benefit acts, other employee benefits acts or any statutory bar or insurance.

1.11 Proof of Insurance

Vendor shall procure and maintain for the duration of the contract, insurance against claims for injuries to persons or damages to property that may arise from or in connection with performance of the Work hereunder by the Vendor, his agents, representatives, employees, or consultants.

A. MINIMUM LIMITS OF INSURANCE

1. General Liability: \$1,000,000 combined single limit per occurrence for comprehensive coverage including bodily injury, personal injury and property damage for premises/operations, products/completed operations, and contractual liability.
2. Professional Liability: \$1,000,000 each claim/annual aggregate including "errors and omissions" liability.
3. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage, including all owned, hired, and non-owned when applicable.
4. Workers' Compensation and Employers Liability: Workers' Compensation limits as required by the Labor code of the State of Georgia and Employers Liability of \$100,000 per accident.

B. DEDUCTIBLES AND SELF-INSURED RETENTION

Any deductibles or self-insurance retentions must be declared to and approved by the Owner. At the option of the Owner, either: The insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Owner, its officers officials, and employees; or the Vendor shall procure a bond guaranteeing payment of losses related to investigations, claim administration and defense expenses.

C. OTHER INSURANCE PROVISIONS

1. General Liability and Automobile Coverages: The Owner and its officers, officials, employees and volunteers are to be covered as additional insureds as respects: liability arising out of activities performed by or on behalf of the Vendor.
2. The Vendor is responsible for insuring its own property and equipment.
3. Workers' Compensation and Employers Liability Coverage. The insurer shall agree to waive all rights of subrogation against the Owner and its officers, officials, and employees.
4. All Coverages: Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the Owner, Cobb County, Georgia, in care of the {DEPARTMENT AND ADDRESS}

D. ACCEPTABILITY

Insurance is to be placed with insurers with a Best's rating of no less than A:VIII, or otherwise acceptable to the Owner.

E. VERIFICATION OF COVERAGE

Vendor shall furnish the Owner with certificates of insurance. The certificates are to be received and approved by the Owner before any work commences. The Owner reserves the right to require complete, certified copies of all required insurance policies at any time.

F. CONSULTANTS

Vendor shall include all consultants and professionals as insured under its insurance or shall ensure that all consultants and professionals have met the insurance requirements of this agreement. Owner may request evidence of all consultants and professional's insurance.

1.12 Clarification of Proposals

During the evaluation of proposals, Cobb County may, at its discretion and at no cost to Cobb County, invite any respondent to appear for questioning or provide written responses during proposal evaluation for the purpose of clarifying statements in the proposal.

1.13 Software Demonstration

If requested by Cobb County, the proposer agrees to provide a demonstration of the proposed software solution on a Cobb County site to be conducted within three weeks of request.

1.14 Prime Proposer Responsibility

It is recognized that several firms may wish to combine their resources in responding to this RFP. However, one firm shall be identified as the prime proposer and shall be responsible for the entire contract. Proposals by such combinations are acceptable, provided that each proposal is a complete proposal (as defined within this RFP) and contains all required information. The proposer shall be a certified partner of the software product being proposed.

This specification shall require the successful proposer to supply a fully operational Emergency Telephone Notification system and service, installed and operating in the facilities of the Cobb County Government. Prime proposer responsibility requires that the successful proposer be responsible for the complete definition, delivery, integration, training and implementation of the system. If multiple proposers wish to jointly propose a solution, the proposer that will be completely responsible for system integration shall be clearly specified in the proposal. The proposal shall contain a section which describes the Company Information Overview for each company proposed to participate in the solution.

1.15 Modification or Withdrawal of Proposals

Modifications to or withdrawals of proposals that have been submitted may take place without hindrance at any time up to the deadline for proposal submission. After this time, no modifications to or withdrawals of proposals may be made for any reason.

1.16 Proposal Duration

Proposals submitted in response to this RFP shall be valid for a period of 180 days from proposal submission deadline, and shall be so marked.

1.17 Proposer's Experience with Emergency Notification Systems and Services

Proposers submitting a response to this RFP must have experience with providing complete Computerized Emergency Telephone Notification software solution and services. The proposer must meet the following criteria:

1.17.01 Technical Experience

- A. The provider must have three years of experience or more sending messages as a fully-hosted mass notification software service. The provider must also have experience sending emergency messages for state and local government agencies.
- B. This service provider must demonstrate extensive experience in the delivery of time-sensitive, mass notifications for public safety emergencies. The vendor must demonstrate call delivery experience by delivering multiple millions of time-sensitive voice messages in the last twelve months on behalf of the service provider's customers, all through the vendor's hosted solution. Proposers should provide current delivery volume counts on a per month basis for the past year through their existing mass notification hosted service solution.
- C. The service provider must demonstrate that they have secured calling capacity adequate to serve Cobb County, Georgia and its approximately 680,000 citizens as well as the vendor's entire customer base.
- D. The provider must demonstrate proven state and local government experience with at least 100 current public safety customer sites within the United States. All customers included must be current paying customers who send mass, time-sensitive notifications within diverse geographic regions (i.e. local government, school district, city and county citizens).

1.17.02 General Industry Experience

- A. The mass notification service provider must demonstrate proof of company financial stability and be adequately staffed to support their customer base. If publically traded or privately held, provide audited financial statements (annual reports) for the past three years.
- B. Provider must give evidence of the long-term viability of the mass notification service. Describe staffing, system architecture, and ability to ensure ongoing R&D. Provider must state what percentage of technology and customer support staff is dedicated to mass notification service.
- C. The proposer shall have at least three (3) years or more experience producing and implementing Computerized Emergency Telephone Notification software systems and services.
- D. The provider shall identify a list of at least five (5) operational Emergency Notification system and service sites, similar in system size, complexity and organization to Cobb County Government, in full production operation using the proposed service.
- E. The provider shall identify the proposed implementation and integration staff and their related experience. Résumé's shall be included for key implementation staff members proposed for the Cobb County Government.
- F. Please provide the following information for the five (5) customers similar in size and scope to Cobb County, Georgia:
 - 1. How many calls has that customer made using your mass notification service in the past 12 months?
 - 2. How many events have caused this customer to create a message using your mass notification system in the past 12 months?

3. Describe the top 10 incidents which caused this customer to use the mass notification system to send messages.
 4. Provide that customer's reference contact information (municipality name, contact name, contact phone, contact email address – can be the same references used in section 1.17.02, Item D above).
- G. The applicable customer references used for Section 1.17.02, items D and F shall include contact names, email addresses and phone numbers along with a brief description of the mass notification system and service, including:
1. Type of mass notification operating software and service
 2. Population base served
 3. Number and type of internal users/departments supported
 4. Number of external users/individual addresses supported
 5. How long that this customer has contracted this mass notification service
 6. Implementation duration for each of these customers

1.18 Uniform Proposals

To facilitate comparative analysis and evaluation of vendor proposals it is desired that a uniform format be employed in structuring each proposal. The required format is one that will coincide with specifications in Section 3.01 of this RFP in the Proposal Format section. The vendor's degree of compliance with the requirements of the RFP will be a factor in the subsequent evaluation of the proposal. Proposals with major deviations or omissions may be considered non-responsive and not evaluated. Company proposals will become part of the contract with Cobb County should they be selected under the RFP.

1.19 Added Value

Vendors may include anything unique in their proposed solution which adds value to the products/services provided to Cobb County Government. The cost of this added value must be clearly explained and justified and included as an additional attachment to the **Pricing Section** of the vendor proposal.

1.20 Award of Contract

It is anticipated that a contract will be awarded to the successful proposer. However, no work is to begin, nor is the County liable for any costs whatsoever, until the contract has been duly signed and certified by the appropriate parties.

The successful proposer will enter into a contract with the County on a form agreeable to Cobb County.

1.21 Multiple Awards

Cobb County reserves the right to make multiple awards or to make an aggregate award, whichever is deemed most advantageous to Cobb County. If Cobb County determines that an aggregate award to one proposer is not in Cobb County's best interest, "all or none" offers shall be rejected. Cobb County reserves the right to purchase any desired equipment, software, and/or services from any source in part or in whole.

1.22 Right to Reject Any or All Proposals

Each proposal must comply with all requirements for a regular proposal as directed or required by this RFP. Notice is hereby given to all companies bidding that if their proposal is defective or irregular, the proposal

may be rejected immediately. Cobb County reserves the right to reject any or all proposals or to waive any specific technicalities or informalities in order to accept any proposal deemed to be in the best interest of Cobb County. Cobb County also reserves the right to accept any portion of any bid and to enter into a contract with one or more proposers. The successful vendor will be required to enter into a contract agreeable to the County, and in the event a negotiated contract cannot be completed, then the County may withdraw from the negotiations and enter into negotiations with another qualified vendor. Cobb County also reserves the right to accept any portion of any bid and enter into a contract with one or more respondents.

1.23 Multi-Year Contract Provisions

The successful respondent will be required to enter into a contract containing the provisions as required by Georgia law pertaining to multi-year contracts. The following is a sample of the provision and will be adjusted as to the term or as to the length of the contract.

This contract shall terminate absolutely and without further obligation on the part of Cobb County at the close of the calendar year in which it was executed, and at the close of each succeeding calendar year for which it may be renewed as provided in O.C.G.A. Section 36-60-13. The contract shall automatically renew for each of the remaining calendar years provided for in the contract, unless positive action is taken by Cobb County to terminate such contract, and the nature of such action shall be written notice provided to the successful vendor within sixty (60) days before the end of the initial year of the contract or each succeeding remaining calendar year.

This contract shall terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of Cobb County under this contract.

1.24 Disadvantaged Business Enterprises (DBE):

The following provisions should be carefully read to determine applicability to your business.

Cobb County Government encourages the participation of all businesses in offering their services and/or products. The Cobb County Government has the goal to fairly and competitively procure the best product at the most reasonable cost.

A Disadvantaged Business Enterprise (DBE) is generally defined as a Female, Black American, Hispanic American and any other minority owned business. The Federal Government has long had a program in place to ensure participation of DBE vendors and suppliers. The State of Georgia has established a similar program whereby DBE firms are defined, certified and made known. This effort is managed by the Georgia Department of Transportation (GDOT). More information can be obtained from GDOT web site:

<http://www.dot.state.ga.us/eeo-div/index.shtml>

The Cobb County Government addresses DBE business participation (frequency and dollar value) in the following ways:

- A. Cobb County wishes to identify all DBE participation; both at the contractor and sub-contractor levels in the following ways.
 1. DBE businesses are requested to identify such status at the time they register as a vendor.
 2. DBE businesses are requested to identify themselves at the time they propose to do business. Please complete EXHIBIT B if applicable and return with bid submittal.

3. All businesses will receive with each Purchase Order an instruction sheet for use of the furnished Cobb County Government DBE Participation Report, EXHIBIT C. Businesses are requested to complete this report and submit it with each invoice for the time period billed.
- B. Cobb County has established a Disadvantaged Business Enterprise Plan in accordance with the regulations of the U.S. Department of Transportation (U. S. Department of Transportation (USDOT), 49 CFR Part 26.) The Cobb County Department of Transportation is the lead agency for implementing the USDOT DBE Program for the County.
 - C. The Plan applies only to projects which are clearly indicated by the County.

1.25 Americans With Disabilities Act

Cobb County requires all contractors to comply with applicable sections of the Americans With Disabilities Act (ADA) as an equal opportunity employer. In compliance with the Americans With Disabilities Act (ADA), Cobb County provides reasonable accommodations to permit a qualified applicant with a disability to enjoy the privileges of employment equal to those employees without disabilities. Disabled individuals must satisfy job requirements for education background, employment experience, and must be able to perform those tasks that are essential to the job with or without reasonable accommodations.

1.26 Evidence of Compliance with Georgia Security & Immigration Compliance Act

The County and Contractor agree that compliance with the requirements of O.C.G.A. Sec. 13-10-91 and Rule 300-10-1-.02 of the Rules of the Georgia Department of Labor are conditions of this Agreement for the physical performance of services.

The Contractor represents that it employs:

_____ 500 or more employees;

_____ 100 or more employees; or

_____ fewer than 100 employees

(Contractor must initial appropriate category)

Contractor Name

The Contractor further agrees that its compliance with the requirements of O.C.G.A. Sec. 13-10-91 and DOL Rule 300-10-1-.02 is attested to on the executed Contractor Affidavit and Agreement attached hereto as EXHIBIT A.

If employing or contracting with any subcontractor(s) in connection with this Agreement, Contractor further agrees:

- A. To secure from the subcontractor(s) such subcontractor(s)' indication of the employee-number category applicable to the subcontractor(s); and
- B. To secure from the subcontractor(s) an affidavit attesting to the subcontractor's compliance with O.C.G.A. Sec. 13-10-91 and DOL Rule 300-10-1-.02; such affidavit being in the form attached hereto and referenced as EXHIBIT A-1; and
- C. To submit such subcontractor affidavit(s) to the County when the subcontractor(s) is retained, but in any event, prior to the commencement of work by the subcontractor(s).

The failure of Contractor to supply the affidavit of compliance at the time of execution of this Agreement and/or the failure of Contractor to continue to satisfy the obligations of O.C.G.A. Sec. 13-10-91 and DOL Rule 300-10-1-.02 as set forth in this Agreement during the term of the Agreement shall constitute a material breach of the contract. Upon notice of such breach, Contractor shall be entitled to cure the breach within ten (10) days, upon providing satisfactory evidence of compliance with the terms of this Agreement and State law. Should the breach not be cured, the County shall be entitled to all available remedies, including termination of the contract and damages.

THIS PAGE MUST BE SUBMITTED WITH BID PACKAGE

SEE AFFIDAVITS ON FOLLOWING PAGES

**CONTRACTOR AFFIDAVIT & AGREEMENT
EXHIBIT A**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is contracting with Cobb County, Georgia, has registered and is participating in a federal work authorization program* [an electronic verification of work authorization program operated by the U.S. Department of Homeland Security or any equivalent federal work authorization program operated by the U.S. Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91.

The undersigned further agrees that should it employ or contract with any subcontractor(s) for the physical performance of services pursuant to the contract with Cobb County, Georgia, the contractor will secure from the subcontractor(s) verification of compliance with O.C.G.A. § 13-10-91 on the attached Subcontractor Affidavit. (EXHIBIT A-1). The contractor further agrees to maintain records of such compliance and shall provide a copy of each such verification to Cobb County, Georgia, at the time the subcontractor(s) is retained to perform such services.

BY: _____
Authorized Officer or Agent
[Contractor Name]

Date: _____

Title

Printed Name

Company Name

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

____ DAY OF _____, 200__

Notary Public

My Commission Expires:

*The applicable federal work authorization program as of the effective date of the statute is the Basic Pilot program of the Systematic Alien Verification for Entitlements (SAVE) Program Office of U.S. Citizenship and Immigration Service (USCIS).

SUBCONTRACTOR AFFIDAVIT
EXHIBIT A-1

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of Cobb County, Georgia, has registered and is participating in a federal work authorization program* [an electronic verification of work authorization program operated by the U.S. Department of Homeland Security or any equivalent federal work authorization program operated by the U.S. Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA)], in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91.

BY: _____
[Authorized Officer or Agent
[Contractor Name]]

Date: _____

Title

Printed Name

Company Name

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

____ DAY OF _____, 200__

Notary Public

My Commission Expires:

*The applicable federal work authorization program as of the effective date of the statute is the Basic Pilot program of the Systematic Alien Verification for Entitlements (SAVE) Program Office of U.S. Citizenship and Immigration Service (USCIS).

EXHIBIT B

DISADVANTAGED BUSINESS ENTERPRISE (DBE) IDENTIFICATION FORM

A Disadvantaged Business Enterprise (DBE) is generally defined as a Female, Black American, Hispanic American and any other minority owned business. If your firm is classified as a Disadvantaged Business Enterprise (DBE), please complete this form and submit with bid response or send to:

Cobb County Purchasing Department
Attn: Mr. Rick Brun, Purchasing Director
1772 County Services Parkway
Marietta, GA 30008
Fax: 770-528-1154
Email: purchasing@cobbcounty.org

Name of Firm: _____

Address: _____

Telephone: _____

Fax: _____

Email: _____

MBE Certification Number: _____

Name of Organization Certification _____

This information is acquired for informational purposes only and will have no bearing on the award unless otherwise stated

**Instructions for Completing Exhibit C
Disadvantaged Business Enterprise (DBE)
Participation Report**

All Cobb County Government contractors or vendors are requested to complete a report descriptive of any DBE subcontractor involvement in work for which the government is making payment. If otherwise specified in an RFP or contract, additional reporting forms may be required as well.

The objective of this request is to assist in the identification of Disadvantaged Business Enterprise (DBE) business participation with the Cobb County Government and to quantify that participation.

The Cobb County Government does not administer a DBE Certification Program. The principle certification agency for the State of Georgia is the Georgia Department of Transportation. As a Contractor/Vendor you are not responsible for verification of any DBE Certification information of your subcontractor.

***** Instructions *****

1. Contractor/Vendor is furnished the one-page DBE Participation Report form with each Cobb County Government-issued Purchase Order.
2. Contractor/Vendor completes this form for each billing period and attaches it to the invoice to then be sent to the Cobb County Government.
3. Upon receipt of a Contractor/Vendor invoice, County staff should simply separate the completed DBE form and transmit to:

Cobb County Purchasing Department,
Attn.: DBE Report

A Disadvantaged Business Enterprise (DBE) is a firm that is under the control of someone in an ownership position (at least 51%) that:

1. Has membership in one or more of the following groups: Female, Black American, Hispanic American, Native American, Subcontinent Asian American and Asian-Pacific America. There may be other groups that may be eligible to be certified as DBE;
2. Is a U.S. citizen or lawfully admitted permanent resident of the U.S.;
3. Has a personal net worth which does not exceed \$750,000; and,
4. The business meets the Small Business Administration's size standard for a small business and does not exceed \$17.42 million in gross annual receipts;
5. The business is organized as a for-profit business.
6. The business may also be DBE eligible as a certified U.S. Small Business Administration 8(a) program.

→ PLEASE keep this blank form to make copies for actual use as needed. Also, please print or type in the form. ←

Full Contracted Amount: \$ _____

1. Are YOU, the Prime Contractor or Vendor a DBE business? YES _____ NO _____
2. Please provide the following information for each subcontractor participating during this reporting period:

County Departments: Please send this completed form to the Cobb County Purchasing Department, ATTN: DBE Report

2.00 Introduction

2.01 Opening Statement

Cobb County is a metro Atlanta county located just ten minutes northeast of Atlanta and that recently celebrated its 175th Anniversary. With a rich history of the old south, Cobb County is a proven government leader whose focus is on improving the quality of life for its residents and businesses. We have continued our tradition of having the lowest property taxes in the metro area while continuing to maintain our “Triple A” bond ratings from the nation’s top three bond agencies for more than a decade. Likewise, our Water System has earned the same honor for seven years running. With 679,325 residents, the County contributes to the well-being of its residents through investment in parks land, Public Safety and transportation. During the past year we have seen the opening of metro Atlanta’s newest entertainment venue, the impressive \$145 million Cobb Energy Performing Arts Centre. It is the first major performing arts facility in the metro area in four decades and the new home for the Atlanta Opera. This distinguished venue will bring exceptional entertainment to Cobb County, letting us show visitors what our residents already knew: This is a great place to live. Not only is Cobb a good place for its residents, it is also a good place for business. There are several Fortune 500 Companies with headquarters in Cobb County which include Home Depot, Coca-Cola Enterprises, BlueLinx Holdings and Genuine Parts (NAPA). It is with this desire to improve the quality of life and public safety of the Cobb County citizens that this request for an emergency (mass) notification system and service is being developed and distributed to all qualified vendors.

2.02 Project Purpose

The purpose of this Request for Proposal (RFP) is to provide sufficient information to interested and competent organizations which will provide them with the opportunity to respond by submitting proposals for an Emergency (Mass) Notification software system and service for use by the Cobb County Government. The plan is to use this Emergency Notification system and service for all Cobb County Public Safety personnel as well as the mass notification capability for the greater public. These interested and qualified service providers will need to submit a proposal to develop, deliver, install and provide service response for an Emergency Mass Notification software system and service. The Cobb County Purchasing Department will facilitate the vendor proposal process, but the 911 Communications Center Director and his direct Staff will ultimately issue the Notice of Intent to Award, negotiate the contract with the vendor deemed the best value, and be responsible for the payment of all integration costs and services from this RFP.

Cobb County Government is seeking proposals for a fully hosted software emergency notification service that is a time-sensitive mass notification system for citizen alerts. The system will allow the Cobb County leaders and agencies to share important information to all citizens as well as Cobb County Public Safety employees, within the shortest period of time possible. The County requires a fully and completely managed and protected mass notification service and solution. Cobb County Government will not consider any system that requires Cobb County to purchase or install any hardware, software, or phone lines; whether onsite or at an offsite hosting location.

Any and all components, whether software or service related to make this emergency notification solution usable and fully operational will need to be included in the vendors’ final proposal cost. The price listed in the vendors’ proposal shall be the EFI (Engineer-Furnish-Install) or full-turnkey price, including installation/integration and the first-year cost of this notification service. Vendors will also be asked to provide an unlimited, fixed price cost based on a per address (rooftop) model, whereby Cobb County, Georgia can see the effects of adding or deleting addresses to allow for cost projections of multiple years of this notification service.

2.03 Project Background

The Cobb County 911 Communications group has purchased and utilized an emergency notification system for use with the Public Safety teams within the County for the past five years. This notification system was composed of an on-site server, client application and the use of a Microsoft database tool that contained all

of the necessary information to make calls to specific agency personnel. This current notification system also requires that Cobb County lease approximately thirty (30) phone lines in order to effectively make enough calls in the shortest period of time to notify the required (maximum) number of Public Safety personnel.

Cobb County Government is now seeking proposals for a fully hosted software emergency notification service for public safety and that is a time-sensitive mass notification system for citizen alerts. The system will allow the Cobb County leaders and agencies to share important information to all citizens as well as Cobb County Public Safety employees, in the shortest period of time possible. The County requires a fully and completely managed and protected mass notification service and solution. Cobb County Government will not consider any system that requires Cobb County to purchase or install any hardware, software, or phone lines; whether onsite or at an offsite hosting location.

2.04 Vision

Cobb County's guiding vision of the future focuses on improving the quality of life and safety of its citizens and visitors. Having the capability to provide mass notification to all of the Cobb County residences and businesses will dramatically improve the health and well-being of its citizens during times of emergency. This emergency mass notification service will give Cobb County the ability to reliably and quickly contact its citizens, using individual preferences for message delivery, with the most up-to-date life-saving information and have the recipient confirm that they have received the message.

This RFP document references the National Emergency Number Association (NENA) Minimum Standards for Emergency Telephone Notification Systems document (56-003) that was developed by the NENA 9-1-1 Center Operations Committee in June of 2004. Emergency (Mass) Notification Systems are becoming a necessary tool for public safety agencies nationwide. Large metropolitan areas and communities of all sizes have installed these systems to provide essential emergency information to their citizens and public safety agencies. Schools, universities, hospitals and other businesses are also utilizing these mass notification systems to help protect and mobilize their students and employees of an impending disaster or emergency. The members of NENA believe acquisition and deployment of these emergency notification systems will only increase with today's homeland security and domestic protection concerns. For instance:

- The United States Office of Homeland Security in its July 2002 Report titled *National Strategy for Homeland Security* stated that it "would pursue technologies such as 'reverse 911' which would call households" to provide information about vulnerabilities and protective measures.
- Emergency mass notification systems started to take root in the middle 1990s for many reasons. Local public safety officials realized these systems could effectively augment other notification methods such as sirens, NOAA Weather Radio, and broadcast announcements.
- Notification systems provide the ability to precisely target populations in specific geographic locations better than existing alternatives, particularly when these systems are integrated with geographic information systems (i.e., digital maps).
- The use of the telephone, cellular mobile phone and email systems will allow local and state officials to deliver specific actionable information that lets those in harm's way know exactly what to do, what to expect, or what to look for.
- The telephone is always on, coupled with the popularity and prevalence of mobile communication devices and email, now provide the opportunity to reach nearly everyone within a target area either live or through voicemail.
- The use of the message confirmation notification feature now allows additional attempts to contact a particular citizen, in the shortest amount of time possible. Also, with the use of multiple and alternate numbers for a particular individual verses a home or business, a follow-up notification can be sent announcing an all-clear to return to a specific geographic area for citizens that were previously evacuated.

2.05 *Project Goals*

2.05.01 *Improve the Safety and Protection of the Cobb County Citizens/Employees*

1. Having the capability for mass notification of Cobb Counties approximately 680,000 citizens and 5,000 employees quickly with life-saving information.
2. Ability to send geographically targeted emergency notifications and pre-recorded messages to schools, businesses, hospitals and residents located in specific areas.
3. The ability to develop and secure a County-wide citizens contacts database and having the reliability of a hosted service, will allow notifications to occur outside of the affected area through the use of multiple path call routing and the use of volume throttling with local phone switches and load-balancing methods.
4. Warn citizens of severe weather conditions with the use an integration of major weather alerting services and equipment (sirens).
5. Having the capability to confirm that the recipient has received the message and the ability to determine which citizens need help through the use of a polling feature.
6. The ability to alert groups of state and local public safety officials and first responders with the use of a list-based notification method.
7. The use of real-time updates to the contacts database that citizens can access through a Web-site or by phone that allows the individual to set up emergency notification number and order preferences.

2.05.02 *Create a Valuable Management and Emergency Preparedness Tool*

1. Easy, reliable and secure access from any location at any time, to send new or pre-recorded messages to groups, departments and the community using a telephone or internet connection.
2. Map-based and list-specific logical organization to isolate specific departments, groups, hospitals, schools, businesses and geo-graphic partitions for specific areas within Cobb County, Georgia.
3. The use of message delivery tracking with a comprehensive reporting package and message monitoring features.
4. Unlimited use by all Cobb County departments for one annual cost with a complete 24 hour by 7 days per week, client support center for all qualified users.
5. Eliminate the need to upgrade and maintain hardware/software and the annual cost to purchase or lease phone lines.

3.0 Proposal Format and Content

3.01 Proposal Format

To assist in the evaluation of proposals resulting from the RFP, it is requested that each proposal be written in a concise and forthright manner and that unnecessary marketing statements and materials be avoided. The proposals should consist of nine sections; vendor solutions for each of the proposal requirements criteria listed below (and described further in the sections to follow) must be clearly stated. Additional relevant information may be placed in appendices.

Section	Section Name	Section Description
1.	Executive Summary	This section should contain a summary of the proposal for review by senior management. The required statement found in section 3.02 should be included in the Executive Summary.
2.	Brief Company Overview	This section should contain a brief overview of the responding company and include the following information. Please include same information for companies you may be partnering with: <ul style="list-style-type: none">• Company name• Address• Telephone number• Fax number• Website• Year company was established• Number of employees
3.	Financial Statements	This section should contain a copy of the three most recent financial statements for the responding company and their proposed partners.
4.	Qualifications and References	This section should contain responses to section 1.17 of the RFP and describe the proposer's experience with providing emergency mass notification service and solutions.
5.	Implementation Plan and Project Schedule	This section should contain a draft of the implementation plan for this project including a preliminary project schedule as described in section 6.02 and 6.03.
6.	Service Level Requirements	This section should contain responses to section 5.0 of the RFP and describe the proposer's service level and support guarantees and capabilities.
7.	Proposal Responses	This section should contain the proposer's responses to all items in sections 4.0 through 5.0 of the RFP.
8.	Supporting Documentation for Responses	This section should contain any supporting documentation for the responses provided for in sections 4.0 through 7.0 of the RFP.
9.	Cost Section	This section should contain a completed Cost Section for the proposed system using the form found in Section 7.0 of the RFP. Costs for additional services and features not covered in the Cost Section forms can be provided in an appendix to the Proposal response. Do not change the Cost Section Form.

3.02 Proposal Contents

Each proposal shall include a description of the fully hosted software emergency notification service that is a time-sensitive and reliable mass alerting system for Cobb County citizens and internal organizations. This system will allow the Cobb County leaders and agencies to share important information with all citizens as well as Cobb County Public Safety employees, within the shortest period of time possible. The County requires a fully and completely managed and protected Software as a service (SaaS) solution. Cobb County Government will not consider any system that requires Cobb County to purchase or install any hardware, software, or phone lines; whether onsite or at an offsite hosting location. The proposal is not complete unless it contains both a Proposal Response Section and a Cost Section as described. A proposal that lacks either a Proposal Response Section or a Cost Section will not be evaluated and therefore will not be eligible for contract award.

The proposal shall include a proper response to each requirement contained in **Section 4 Mass Notification Service Requirements** of this RFP. Proposer shall return the general specifications chart provided in Section 3 with responses marked as detailed in Section 4. Cobb County will also provide a spreadsheet (general specifications chart) for the proposer to complete and return with the proposal. In the event of a conflict between the spreadsheet (general specifications chart) and the paper copy, the paper copy will determine the proposer's official responses. The proposal should also include any additional comments necessary to fully describe the functional capabilities of the mass notification service, and give enough technical detail to allow the evaluation team to assess the feasibility of the proposed approach.

The Proposal shall include the following statement:

"This proposal represents all costs to cover and include all labor and supervision, materials, equipment, machinery, apparatus, tools, services, transportation, and all other facilities, licenses, permits, taxes, fees, charges, excises, services, expenses and incidentals of any description whatsoever necessary to perform and complete this emergency notification service and solution in a professional manner and to the complete satisfaction and approval of the Cobb County Government, free from all liens or claims of laborers, material, suppliers, or subcontractors and in conformity in all respects with all applicable federal, state, county or municipal laws, ordinances, rules or regulations, all working things contemplated by the RFP in contract."

It shall be clearly understood that, although cost is important, the overriding cost consideration will be the total anticipated cost of installing, maintaining and supporting this emergency notification service and solution throughout the contracted time period.

Any and all components, whether software or service related to make this emergency notification solution usable and fully operational will need to be included in the vendors' final proposal cost. The price listed in the vendors' proposal shall be the EFI (Engineer-Furnish-Install) or full-turnkey price, including installation/integration and the first-year cost of this notification service. Vendors will also be asked to provide an unlimited, fixed price cost based on a per address model, whereby Cobb County, Georgia can see the effects of adding or deleting addresses to allow for cost projections of multiple years of this notification service. If included, the cost for the **optional** features and functions should be labeled as "Optional Components".

In addition, prices quoted in the proposal shall be firm and best prices. Prices for expansions/upgrades of any/all components of the proposal shall be included and guaranteed as "not to exceed" pricing for two years from contract signing.

3.03 Response Format

The following section contains the response documents, which shall be completed and submitted as part of the Proposal Response Section. Failure to complete and return this section of the RFP will be a basis for disqualification. This section is to be returned in hard copy forms for the original bid

response as well as the five (5) copies; in no case shall the requirements be retyped or altered in any way from those provided within. Responses shall also be recorded on the enclosed spreadsheet (general specifications chart) and returned with the proposal. In the event that the paper response and electronic response differ, the paper response will be used.

Each item in this response document shall be marked with one of the following "status codes":

- [5] Requirement is fully and completely met by proposed emergency notification service and can be demonstrated.
- [3] Requirement will be provided by proposed modifications to the proposed emergency notification service in the total price proposed. These modifications will be maintained for at least ten years by proposer.
- [3] Requirement will be provided by a standard option. The cost of these options shall be provided in the cost section of the proposal.
- [0] Requirement can not be provided.

In the event that additional information is to be provided on a separate sheet to further describe the method in which the proposed emergency notification service meets the specific requirement, an asterisk shall be entered on the response form following the "status code", such as [5*].

This part of the proposal shall include a response to each element of **Section 4.0** through **Section 7.0** of this RFP. To avoid ambiguity any additional comments or explanation required by the proposer should be identified by element number.

For the purposes of this RFP, please use the following chart to respond to the General Specifications. Use "5" (Fully Compliant) if the product/service meets the requirement 100% in the way described. Use "3" (Comply with Clarification) if the proposed product/service does not meet the requirement, but you have addressed this same concern with a different process or if your product/service meets most of the requirement but addresses some portion in different manner. Use "0" (Not Comply) if your proposed product/service does not meet the requirement. Unless your response is Fully Compliant, please include a detailed description to explain how your product/service is different. In the event that additional information is to be provided on a separate sheet to further describe the method in which the proposed product/service meets the specific requirement, an asterisk shall be entered on the response chart following the "status code", such as [5*].

RFP No.	Requirement	Response Code 5 = Fully Compliant 3 = Comply - Clarification 0 = Non-Compliant	Comments / Explanation
4.0 Emergency Notification Service Requirements			
4.01	<p>System Technology</p> <ul style="list-style-type: none"> A. The service provider must not utilize on-site hardware or software (other than an Internet browser) or additional phone lines to deliver any types of message notifications. B. The provider must be able to support automated and secured contact data upload and updates from the customer's existing employee database system or other public databases on a periodic basis. C. The provider's system must be configurable to provide specific user rights, restricting data access and administrative oversight to the appropriate Cobb County Government personnel. 		

4.02	<p>Mass Notification Service Features</p> <ul style="list-style-type: none"> A. The provider must be able to send voice messages to multiple types of devices (land-line telephone, cell phone) and text messages to multiple types of devices, including e-mail and TTY messages. B. The system must be able to repeatedly attempt redials for all numbers where there is no answer. C. The system must be able to automatically extract home language from a citizen contact record and automatically deliver the messages in the appropriate language. The English and Spanish languages must be supported at a minimum. D. The system must offer a text-to-text language translation. The English and Spanish languages must be supported at a minimum. E. The system must be pre-loaded with local government-specific scripts for tests, alerts, and other anticipated events. F. The system must be able to record and archive messages for future delivery. G. The system must provide on-line reports documenting results of notification results as well as other reports, such as monthly usage. H. The system should allow all mass notification report data to be updated in real-time and exported to a current version of Microsoft Excel or equivalent. I. The system must have a toll-free phone number that a recipient can call to hear the messages that they have received. J. The system must allow an unlimited number of Cobb County Government groups and subgroups to be created. K. The system must provide the ability to automate the placement of calls to unique numbers, so that routine reminders can be sent to individual recipients, subgroups or groups. L. The mass notification system should incorporate the use of a mapping tool that allows the user to designate a specific area to be notified. M. This mapping tool must allow users to target recipients using, at a minimum: <ul style="list-style-type: none"> 1. Radius 2. Free-form polygon 3. GIS-generated boundary file. N. Provide any additional emergency notification system and service features/capabilities, such as automatic National Weather Service warnings, documented and priced separately. 		
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4.03	<p>Notification Service - Data Acquisition</p> <ul style="list-style-type: none"> A. The provider must provide commercially available residential and business phone numbers and disclose where those numbers are generated from (public or internet directory, power company, etc.), how frequently they are updated, and whether any fees are associated with updates. B. The provider must have the ability to correlate the data imported from different databases to prevent duplication. C. The provider must append the latitude and longitude geo-coding information to these phone numbers and describe how frequently phone numbers/geo-codes are updated and whether any fees are associated with updates. D. The provider must provide a Cobb County-specific website for additional data collection: <ul style="list-style-type: none"> 1. The website must allow for selection of the English or Spanish languages in which the resident or business would like to receive messages and allow for additional phone contact numbers and email addresses. 2. The website must have the capability to add custom text as needed. 3. State if there is a charge to Cobb County in order for the provider to implement, customize and maintain the data collection website. 4. State if the service provider also includes annual advertising and promotion costs, to notify the Cobb County citizens of this emergency notification website and associated contact list preferences. 		
4.04	<p>Notification Service – User Capability</p> <ul style="list-style-type: none"> A. The mass notification activation process must be easy to use and allow for a standard telephone and computer Internet connection. B. The provider must offer a method of sending calls in situations where the customer has no electricity and no internet access. This method must be simple, secure, and not require operator intervention. When using this method, the customer must be able to select calling groups that are unique to the person initiating the call. 		

5.00 Mass Emergency Notification Service Level Requirements			
5.01	<p>Mass Notification System Security</p> <ul style="list-style-type: none"> A. Provide a description of existing company policies, industry standards and procedures to ensure both notification system security and data transmission security. B. The provider must provide a description of their policy regarding storage, retention, and distribution of data. The provider must state the company non-release policy for data. C. Provider must describe the security features of the mass notification service that will prevent unauthorized access. D. Provider must return all Cobb County specific data and associated databases upon termination of the contract at no additional cost to Cobb County Government. 		
5.02	<p>Mass Notification System Redundancy</p> <ul style="list-style-type: none"> A. The provider must describe all mass notification system redundancies and capabilities. For example, those found through the use of multiple telecommunications providers, multiple servers and across different power grids. B. The provider must describe its data backup policy and utilize mirrored server sites for disaster backup. C. The provider should describe its business continuity plan that allows failover to a redundant or backup disaster site with equal capability as the primary site. The mass notification service provider must state its recovery time for complete failover. D. The provider must be able to describe ongoing maintenance and system testing procedures. 		

5.03	<p>Mass Notification Service Capacity</p> <ul style="list-style-type: none"> A. The provider must state the maximum mass notification service call capacity (voice messages to unique phone numbers) and corresponding message length on a per hour basis. Cobb County Government is interested in providing the capability to deliver a high volume of calls over a short period of time to effectively notify its 680,000 citizens, based on the number of associated address locations. Please explain call volume capabilities and limitations. B. State what percentage of the providers' available voice capacity is currently used on a daily average basis and the priority that will be assigned to Cobb County Government should a mass event affecting a multi-state area were to occur. C. The provider must also state its capacity for sending e-mail and text messages, how many can be sent initially and grouped for sequencing. 		
5.04	<p>Mass Notification System Reliability</p> <ul style="list-style-type: none"> A. The provider must discuss how it will handle "last mile" delivery congestion issues. How does the notification system detect local telephone company infrastructure limitations and adjust the volume of calls as needed to increase throughput. B. The provider must provide evidence of actual experience in successful call delivery during times of highly impacted capacity in the area being notified of an emergency (e.g., hurricane, flood, tornado, etc.). 		
5.05	<p>Customer Support</p> <ul style="list-style-type: none"> A. The provider must offer unlimited 24/7/365 customer and technical support (including holidays) for all users through a toll-free phone number at no additional cost. B. The provider's support time must be 15 minutes or less for all issues, at all times of day or night. C. The provider's customer support personnel must be full-time, company-employed customer service professionals. D. The provider's customer service staff must be located in the United States. E. The provider must not outsource customer support to either a domestic or international call centers. F. Upgrades, updates, and enhancements must be included in the annual service cost. Provider must detail its process for implementing upgrades and enhancements to the existing notification system and service. 		

4.00 Emergency Notification Service Requirements

This section outlines the specifications and requirements for the emergency mass notification service.

4.01 System Technology

- A. The service provider must not utilize on-site hardware or software (other than an Internet browser) or additional phone lines to deliver any types of message notifications.
- B. The provider must be able to support automated and secured contact data upload and updates from the customer's existing employee database system or other public databases on a periodic basis.
- C. The provider's system must be configurable to provide specific user rights, restricting data access and administrative oversight to the appropriate Cobb County Government personnel.

4.02 Mass Notification Service Features

- A. The provider must be able to send voice messages to multiple types of devices (land-line telephone, cell phone) and text messages to multiple types of devices, including e-mail and TTY messages.
- B. The system must be able to repeatedly attempt redials for all numbers where there is no answer.
- C. The system must be able to automatically extract home language from a citizen contact record and automatically deliver the messages in the appropriate language. The English and Spanish languages must be supported at a minimum.
- D. The system must offer a text-to-text language translation. The English and Spanish languages must be supported at a minimum.
- E. The system must be pre-loaded with local government-specific scripts for tests, alerts, and other anticipated events.
- F. The system must be able to record and archive messages for future delivery.
- G. The system must provide on-line reports documenting results of notification results as well as other reports, such as monthly usage.
- H. The system should allow all mass notification report data to be updated in real-time and exported to a current version of Microsoft Excel or equivalent.
- I. The system must have a toll-free phone number that a recipient can call to hear the messages that they have received.
- J. The system must allow an unlimited number of Cobb County Government groups and subgroups to be created.
- K. The system must provide the ability to automate the placement of calls to unique numbers, so that routine reminders can be sent to individual recipients, subgroups or groups.
- L. The mass notification system should incorporate the use of a mapping tool that allows the user to designate a specific area to be notified.
- M. The system must allow users to target recipients using, at a minimum:
 - 1. Radius
 - 2. Free-form polygon
 - 3. GIS-generated boundary file
- N. Provide any additional emergency notification system and service features/capabilities, such as automatic National Weather Service warnings, documented and priced separately.

4.03 Notification Service Citizen - Data Acquisition

- A. The provider must provide commercially available residential and business phone numbers and disclose where those numbers are generated from (public or internet directory, power company, etc.), how frequently they are updated, and whether any fees are associated with updates.
- B. The provider must have the ability to correlate the data imported from different databases to prevent duplication.
- C. The provider must append the latitude and longitude geo-coding information to these phone numbers and describe how frequently phone numbers/geo-codes are updated and whether any fees are associated with updates.
- D. The provider must provide a Cobb County-specific website for additional data collection:
 - 1. The website must allow for selection of the English or Spanish languages in which the resident or business would like to receive messages and allow for additional contact numbers and email addresses.
 - 2. The website must have the capability to add custom text as needed.

3. State if there is a charge to Cobb County in order for the provider to implement, customize and maintain the data collection website.
4. State if the service provider also includes annual advertising and promotion costs, to notify the Cobb County citizens of this emergency notification website and associated contact list preferences.

4.04 Notification Service – User Capability

- A. The mass notification activation process must be easy to use and allow for a standard telephone and computer Internet connection.
- B. The provider must offer a method of sending calls in situations where the customer has no electricity and no internet access. This method must be simple, secure, and not require operator intervention. When using this method, the customer must be able to select calling groups that are unique to the person initiating the call.

5.00 Mass Emergency Notification Service Level Requirements

This section presents the requirements for the County’s software and service standards.

5.01 Mass Notification System Security

- A. Provide a description of existing company policies, industry standards and procedures to ensure both notification system security and data transmission security.
- B. The provider must provide a description of their policy regarding storage, retention, and distribution of data. The provider must state the company non-release policy for data.
- C. Provider must describe the security features of the mass notification service that will prevent unauthorized access.
- D. Provider must return all Cobb County specific data and associated databases upon termination of the contract at no additional cost to Cobb County Government.

5.02 Mass Notification System Redundancy

- A. The provider must describe all mass notification system redundancies and capabilities. For example, those found through the use of multiple telecommunications providers, multiple servers and across different power grids.
- B. The provider must describe its data backup policy and utilize mirrored server sites for disaster backup.
- C. The provider should describe its business continuity plan that allows failover to a redundant or backup disaster site with equal capability as the primary site. The mass notification service provider must state its recovery time for complete failover.
- D. The provider must be able to describe ongoing maintenance and system testing procedures.

5.03 Mass Notification Service Capacity

- A. The provider must state the maximum mass notification service call capacity (voice messages to unique phone numbers) and corresponding message length on a per hour basis. Cobb County Government is interested in providing the capability to deliver a high volume of calls over a short period of time to effectively notify its 680,000 citizens, based on the number of associated address locations. Please explain call volume capabilities and limitations.
- B. State what percentage of the providers’ available voice capacity is currently used on a daily average basis and the priority that will be assigned to Cobb County Government should a mass event affecting a multi-state area were to occur.
- C. The provider must also state its capacity for sending e-mail and text messages, how many can be sent initially and grouped for sequencing.

5.04 Mass Notification System Reliability

- A. The provider must discuss how it will handle “last mile” delivery congestion issues. How does the notification system

detect local telephone company infrastructure limitations and adjust the volume of calls as needed to increase throughput.

- B. The provider must provide evidence of actual experience in successful call delivery during times of highly impacted capacity in the area being notified of an emergency (e.g., hurricane, flood, tornado, etc.).

5.05 Customer Support

- A. The provider must offer unlimited 24/7/365 customer and technical support (including holidays) for all users through a toll-free phone number at no additional cost.
- B. The provider's support time must be 15 minutes or less for all issues, at all times of day or night.
- C. The provider's customer support personnel must be full-time, company-employed customer service professionals.
- D. The provider's customer service staff must be located in the United States.
- E. The provider must not outsource customer support to either a domestic or international call centers.
- F. Upgrades, updates, and enhancements must be included in the annual service cost. Provider must detail its process for implementing upgrades and enhancements to the existing notification system and service.

6.00 Professional Services

This section describes the services to be provided by the successful proposer in the course of implementing the system.

6.01 Notification Service Solution Definition

The proposal should include an executive summary describing the overall notification service implementation plan. The successful vendor shall develop detailed plans to be included as deliverables in the contract.

The proposer must include the required hours to evaluate the current system and notification processes and procedures and recommend necessary changes to effectively and most efficiently implement the proposed solution. Implementation services will need to be extensive with the proposer providing most of the effort in both documenting/integrating this notification service in the existing processes and configuration of the system. However, there should be enough training during the implementation to allow the County to support this emergency notification service as needed after implementation is complete.

6.02 Project Management

Cobb County uses the Project Management Institute's (PMI) Project Management Body of Knowledge Guide (PEMBOK) methodology as a project management best practice.

The county is particularly interested in how the proposer's project management approach utilizes the following or similar key process groups when implementing a project. Also, the proposer should provide documentation which shows their understanding of the application of such documents within each key process group.

1. Initiating - Setting up the project for success by identifying the right team (especially the project manager) and scope, as well as determining the relationship between the project and its alignment with the client's overall objectives.
2. Planning – Developing the relevant resources, timelines and milestones, and aligning project deliverables to business priorities (i.e. risk management, communications, quality, cost/budgeting, duration and sequencing, external dependencies).
3. Executing – Assigning a project team and distributing information to ensure the proper project activities are undertaken. This process also includes ensuring quality assurance methods are in place to address change management.

4. Controlling and Monitoring – Ensuring the resulting project activities is in check with the original project charter and plan, and risk from uncontrolled external actions is mitigated.
 - a. Monitor quality, costs and schedule;
 - b. Manage stakeholder relationships, risk and contract monitoring;
 - c. Identify discrepancies (or variations) within the project schedule to ensure project schedule is met.
 - d. Ensure proper project communications
5. Closing – Making sure you have delivered everything expected of the project.

6.03 Implementation Planning

- A. The provider must present a preliminary implementation plan with a timeline from contract signature through user training with clearly identified roles and responsibilities for both provider and Cobb County Government.
- B. The provider must present during the implementation and training phase an articulated plan for best practices for use and how the notification service adheres to existing protocols for emergency communications.

6.04 Training

- A. The provider must detail all expenses associated with initial training for all users, re-training, and new user training as part of the cost. The provider must also disclose all costs associated with on-site training including travel and per-day fees.
- B. The provider must describe the training courses, length and training materials provided to Cobb County Government personnel.
- C. Training must be provided at a site of client's choosing, or via a live meeting environment if requested.

6.05 User Training Manual

Provider shall recommend best practices and system configuration for effective system set up. Using this information, the vendor will prepare a document that defines all work flow processes and procedures for users. The provider shall provide a sample of the typical document or implementation approach as part of the response.

6.06 Mass Notification Service Testing

The types and amounts of system and notification testing that will be supplied shall be described. The provider shall include a plan that results in acceptable testing for notification service acceptance.

6.07 Interface to Existing Systems

The proposed notification service will need to allow Cobb County citizens and businesses to update contact information accessible from the existing Cobb County Web-site. Cobb County citizens and businesses will need to have the ability to access a self-registration Web-page to provide additional contact information and specify the best or most preferred way of reaching them should an emergency arise. This citizen and business registration page will need to be accessible from the Cobb County Government existing Web-site and populated with the default information including name, address and phone number that is currently available to the general public through the white pages, yellow pages or an on-line directory service. The vendor will need to provide assurances of data security and password protection of these updates once the citizen or business has performed this registration process.

7.00 Cost Section

The following section contains the response documents, which shall be completed and submitted as part of the Proposal Response Section. Failure to complete and return this section of the RFP will be a basis for disqualification. This section is to be returned on the original hard copy forms provided; in no case shall the requirements be retyped or altered in any way from those provided within. If the forms are retyped or altered in any way then the response will be disqualified. Responses shall also be recorded on the enclosed spreadsheet and returned with the proposal. In the event that the paper response and electronic response differ, the paper response will be used.

EMERGENCY NOTIFICATION UNLIMITED SERVICE COSTS

Unlimited Notify Service for Cobb Counties 680,000 Citizens \$ _____

- Fully-hosted Inclusive Software Notification Service
- Unlimited Calling, Text Messaging and Emailing
- Covers Citizens, Residents, Businesses & County Staff
- Can be used for Emergency and Information Notifications
- Capable of Geographical, Zip-code, Street Address Notify
- Capable of Fast, Reliable & Secure Notifications

EMERGENCY NOTIFICATION FIXED MINUTE ANNUAL COST

Fixed Minute Annual Cost for Cobb Counties 680,000 Citizens \$ _____

- Vendor Recommended Annual Fixed Minute Usage Limit # _____
- Fully-hosted Inclusive Software Notification Service
- Includes Calling, Text Messaging and Emailing
- Covers Citizens, Residents, Businesses & County staff
- Can be used for Emergency and Information Notifications
- Capable of Geographical, Zip-code, Street Address notify
- Capable of Fast, Reliable & Secure Notifications

ADDITIONS/DELETIONS TO NOTIFICATION SERVICE COSTS

Capability to Poll Message Recipient or Confirm Notifications \$ _____

Costs of Long-distance or Wireless calls outside Atlanta \$ _____

Cost of National Weather Service Automatic Warning Notification \$ _____

Cost of Additional Recommended Features (Please List Separately) \$ _____

Exclusion of Costs for Citizens Opting Out & Vacant Units -\$ _____

PLANNING AND IMPLEMENTATION COSTS

Development, Installation and Commissioning Services	\$ _____
Software Licenses, Geo-coding Quarterly-Semi-Annual Updates	\$ _____
Citizen Web-site Development for Registration/Number Updates	\$ _____
On-site Training, Maintenance & Remote Support Costs	\$ _____
Real-time display of Notification Results & Reporting	\$ _____

TOTAL ACQUISITION AND IMPLEMENTATION COST \$ _____

ADDITIONAL REQUIRED COST INFORMATION

Total Number of Cobb County, City of Marietta, Acworth, Austell, Smyrna, Powder Springs, Kennesaw Addresses used in Calculation _____ Total

Average Cost per Cobb County Residential/Business Address \$ _____/Address

YEAR TWO NOTIFICATION SERVICE-SUPPORT COSTS

Unlimited Notify Service for Cobb Counties +/- 680,000 Citizens	\$ _____
Fixed Minute Annual Cost for Cobb Counties +/- 680,000 Citizens	\$ _____
-Vendor Recommended Annual Fixed Minute Usage Limit	# _____
Software Support & Geo-coding Quarterly-Semi-Annual Updates	\$ _____

YEAR THREE NOTIFICATION SERVICE-SUPPORT COSTS

Unlimited Notify Service for Cobb Counties +/- 680,000 Citizens	\$ _____
Fixed Minute Annual Cost for Cobb Counties +/- 680,000 Citizens	\$ _____
-Vendor Recommended Annual Fixed Minute Usage Limit	# _____
Software Support & Geo-coding Quarterly-Semi-Annual Updates	\$ _____

YEAR FOUR NOTIFICATION SERVICE-SUPPORT COSTS

Unlimited Notify Service for Cobb Counties +/- 680,000 Citizens \$ _____

Fixed Minute Annual Cost for Cobb Counties +/- 680,000 Citizens \$ _____

-Vendor Recommended Annual Fixed Minute Usage Limit # _____

Software Support & Geo-coding Quarterly-Semi-Annual Updates \$ _____

YEAR FIVE NOTIFICATION SERVICE-SUPPORT COSTS

Unlimited Notify Service for Cobb Counties +/- 680,000 Citizens \$ _____

Fixed Minute Annual Cost for Cobb Counties +/- 680,000 Citizens \$ _____

-Vendor Recommended Annual Fixed Minute Usage Limit # _____

Software Support & Geo-coding Quarterly-Semi-Annual Updates \$ _____

TOTAL NOTIFICATION SERVICE COSTS FOR FIVE-YEARS \$ _____

8.00 Evaluation Methodology

All complete proposals will be evaluated according to the guidelines set forth in this RFP. The lowest priced proposal will not necessarily be the one selected, as cost is only one of the factors that will be considered. The evaluation team will complete their assessments of the merit of each proposal by the criteria given below. Please note that these criteria are not in weighted order.

1. Cost – The entire cost of the project shall be evaluated including costs for this emergency notification fully-hosted service, software user licenses and annual updates, planning and implementation, operational support and user training.
2. System Functions and ease of use – The system functionality satisfactorily meets the needs as listed in Section 4 and Section 5 of this proposal and is easy to use for all common users.
3. Planning and Implementation Services – Adequate project planning and implementation services will be provided to ensure successful project completion.
4. Support of Existing Procedures and Web-site Access – The emergency notification service and solution supports the Cobb County 911 charter of timely, effective, reliable and secure communications to its citizens and employees. This notification service can be used anytime and from any location within Cobb County and support real-time citizen and internal agency contact updates, security and storage reliability and Web-site access.
5. Proposer Experience, Ability and References – The vendor has experience and a track record that is satisfactory to Cobb County. Proposer shall submit references that confirm the proposer's experience with project implementation and post implementation support of this emergency notification service.